

WELCOME AND INTRODUCTION

Leisure and Culture Dundee's Leisure and Sport Service was a new addition to the physical activity sector in Dundee during 2011/12. However, it was a re-constitution of some very well known "players" from within the City: Dundee Leisure; Sports Development; Camperdown and Caird Park Golf Courses; and Camperdown Wildlife Centre.

Each of the Leisure and Sport sections continued to provide services which were well used and positively contributed to the lives of residents, local communities and the City as a whole. International events were hosted in our facilities and local athletes were supported by Sports Development to perform on the international stage. The Wildlife Centre attracted more people than ever before and golf, again, proved to be one of the most popular activities to be played by Dundonians. The new Olympia Leisure Centre began to take shape as the iconic design became more visible throughout the year and the well loved existing Olympia was not to be out-done with a very strong performance despite the mountain of road and building works on its doorstep.

2011/12 was a good start for Leisure and Sport. The forthcoming challenges, however, will not be underestimated and with the building-blocks of further success, of extending the reach of sport and leisure, of tackling inequality and of making Dundee a healthier, more active city all within this service, the future is very bright.

Graham Wark
Head of Leisure and Sport

FACTS AND FIGURES

90,068

Wildlife Centre attendances

455,303

Swim Centres attendances

148,053

Sports Development attendances

63,621

Golf Courses attendances

336,750

Sports Centres attendances

Dundee Sports Awards

The 2011 Dundee Sports Awards, sponsored by 'Protecting People in Dundee', took place at the Caird Hall for the first time on Wednesday 22nd February. Following the highest number of nominations ever, 250 people attended the event at its new venue, to celebrate the outstanding contributions and achievements of Dundee people in sport in 2011.

In addition to the award presentations, the guests enjoyed a meal, followed by entertainment from the Urban Moves Dance Company, Funky Feet/Urban Moves Dance coaches and speaker, Olympian Eve Muirhead.

The event began with Gavin Robertson, Divisional Commander of Tayside Police, providing guests with information on the work of 'Protecting People in Dundee' and the role sports clubs can play in keeping people safe.

Congratulations to all the winners and thank you to the sponsors, especially 'Protecting People in Dundee' for ensuring the event was a success.

Feedback:

- *'Last night's Sports Awards was excellent'*
- *'A great turnout, fantastic atmosphere and a wonderful feeling of achievement around the room'*
- *'Thanks for my award last night. I am really honoured to get it'*
- *'Thank you very much for a great night, everyone there representing Protecting People thoroughly enjoyed the evening'*
- *'I have been to a few Local Authority Awards ceremonies in my time and this was honestly by far the best'*



Sponsored by Protecting People in Dundee

- Tayside Audio Visual
Coach of the Year
Paul Boath (Tayside Musketeers)
- GA Engineering
Community Coach of the Year
Steven Cuthbert (Menziesshill Whitehall Swimming & Water Polo Club)
- SportScotland /Active Schools
Lifetime Commitment
Drew Burnett (Dundee city Aquatics)
- Graham Construction
Young Volunteer of the Year
Shauna Urquhart (the Brae RDA)
- SportDundee
Volunteer of the Year Award
Gerry Cahill (Dundee Wildcats Taekwon Do)
- Dundee Sportsman's Dinner
Young Team of the Year
Tayside Musketeers Basketball Club
- University of Abertay
Team of the Year
Dundee Wanderers Hockey Ladies 1st Team
- Evening Telegraph
Club of the Year
Dundee United Sports Club
- Dundee City Disability Sports
Jenny Wood Allen Memorial Trophy
Ian Bryce (DCDS)
- Leisure & Culture Dundee
Young Sports Person of the Year
Louise Fox (Menziesshill Whitehall Swimming & Water Polo Club)
- Redwood Leisure Ltd
Sports Person of the Year
Vikki Bunce (Dundee Wanderers Hockey Club)
- Heal Physiotherapy
Sporting School of the Year (Primary)
Ballumbie Primary School
- Heal Physiotherapy
Sporting School of the Year (Secondary)
Grove Academy

DUNDEE SPORTS AWARDS



Golf Events

The first Junior golf festival was held in Camperdown Park with over 100 primary school children attending the event which was a partnership between Club Golf, Active Schools Co-ordinators, Sports Development and our Golf team. The children were given an introduction to Golf through some taster sessions and great fun was had by all concerned.

The Golf team have been working hard at developing links with the stakeholders in golf, Clubs and Professionals. The new Head Greenkeeper will have a key role to play in taking forward this and further development.

All the current golf competitions are run by either Dundee City Council or the Golf Clubs on the courses.

The formation of L&CD has allowed us to provide the pitch and putt course at Camperdown Park free of charge to our customers, with only a small charge for the hire of golf clubs if required.



Camperdown Wildlife Centre Events

The Christmas Santa event was the most important in terms of both visitor numbers and turnover, attracting around 3500 visitors compared to 200 or so in November. Staff members took turns in playing Santa to a lot of excited children, and the Wildlife centre received a high instance of thank-you cards and letters, praising staff for the effort put in and noting how fantastic it was that the experience was all part of the admission fee.



Valentines Day, Zoo Fest, Love your Zoo Week are the other main events during the year. Activities included scheduled feeds, keeper talks, face painting, art & craft workshops.

Dreamnight at the Zoo enjoyed its fifth year, seeing Wildlife Centre Staff volunteering along with Sports Development staff and many other Dundee City Council employees to provide an evening of fun for children with terminal illness or life threatening disabilities and their families.

Disc Astro Pitches

The main highlight of last year is the replacement of the outdoor pitch surfaces at Dundee International Sports Complex (DISC). Funding for this project from Dundee City Council and Sport Scotland has enabled us to maintain quality service provision and to provide improved sporting opportunities for young talented athletes, and the wider community.

In particular the upgrade from sand based pitch to 3G surface, with full pitch and cross court football markings, has enabled us to expand booking opportunities to groups at various levels of pathway development, as well as general club training and recreational use. The surface is also ideally suited for rugby training.

The water based pitch, with two-tone colouring looks particularly striking and the irrigation system has been upgraded to include six additional pop-up sprinklers, providing improved water coverage.



Fitness Studio Refurbishments

A welcome Fitness Studio refurbishment at Douglas and Lynch Sports Centres was completed towards the end of the year, with replacement resistance fitness equipment and newly fitted flat screen TV's.

Floor coverings at DISC and Douglas were also replaced, improving the overall appearance.

Lochee Fitness Studio was also given a facelift with newly refurbished flooring & up-graded equipment making it one of the best Leisure & Sport Gyms in the City.



Facilities Development - Health Safety Audit

QLM our Health and Safety consultants completed their assessment of facility at St Paul's and Grove covering risk assessments, safe systems and procedures, staff training and competency and health and safety. The audit highlighted the high level of service provision provided within our facilities with customer and staff safety and well being our priority. QLM provide the facility management with guidance on how to improve in areas highlighted. The scores, St Paul's 73.9% and Grove 76.5%, provide our facility management with a benchmark for improving in the future and gives reassurance that facilities are operating at a high standard

Active Families Programme

Active Families is a ground-breaking health initiative which has been pioneered by partner agencies Sports Development, British Heart Foundation and NHS Tayside. The programme is aimed at families from Dundee who may struggle to enjoy physical activities and eating healthily due to difficulties such as language barriers, lack of suitable transport and cost.

Working with families since April 2011, help is provided to make the positive changes they need to have a healthier lifestyle. In its first year, Active Families had **133** families (**471** individuals) referred for support from 14 different agencies, who currently work with families in the city. Since May the programme has piloted a number of physical activity initiatives which families have embraced and returned to time and again. These have included the following programmes:-

Sports Programme

Individually, families have also had access to Leisure and Culture Dundee facilities through subsidised Leisure Active memberships, with **49** families having already taken advantage of this opportunity. In addition to this **34** families have accessed Sports Development classes, during term time and holiday's, in activities ranging from Gymnastics and Trampolining to Basketball and Dance, as well as week long camps in Football and Multi-sports.

22 of the families in the programme have visited the Dundee Ice Arena to experience ice skating as a recreational activity using free passes provided to them. Other activities families have opted to get involved in through the programme include; skateboarding and inline skating at the Factory Skatepark; fitness workouts at the Shokk Under 16s Gym; family Tennis at local tennis courts using equipment provided by Active Families; local Gymnastics and Cheerleading club classes based in community centres.

Families have also had the opportunity to receive healthy eating support from the programme's dietician to help them to make the necessary changes to their eating habits, in order that they create a healthier diet.



Cycling Programme

19 families have taken the opportunity to have a go on a bicycle in a safe, controlled environment. Bikes of a variety of shapes and sizes have been kindly loaned to the programme by the Dundee Active Schools Team for use at these sessions.

These sessions have been very popular with adults, returning to cycling following years of not being on a bike, and families who are unable to afford their own bicycles.



Leisureactive Membership Initiatives

Dundee's Leisureactive scheme conducted two major promotions during the year, which resulted in a huge intake of new members as follows:-

Summer Sale - 228 new members processed during August 2011.

Flying Start - 507 new members processed during January and February 2012.

The above promotions have ensured that the Leisureactive membership numbers for 2012 were over 300 more than the same period in 2011.

Further membership developments which have commenced in the year 2011/2012 have included

- The inclusion of Camperdown Wildlife Centre
- Crossover memberships including a range of facility and activity choices.
- Holiday specific membership schemes to include family access to swimming pools, children's activities etc
- Review of concessions which is being undertaken in partnership with Dundee City Council to create a universal concession scheme.

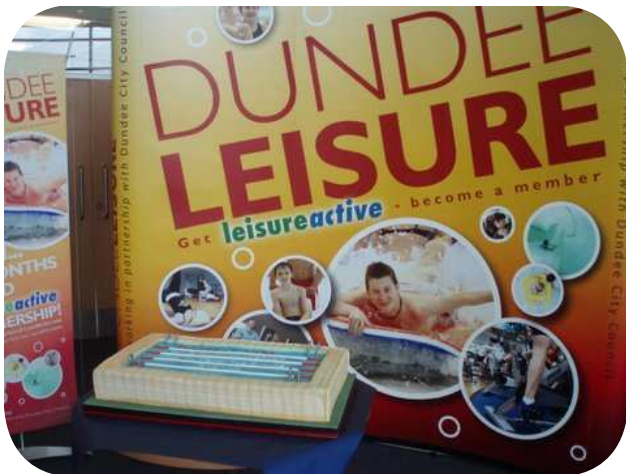
FACTS AND FIGURES

Membership Numbers

3,539 - Leisureactive Members

1,521 - Golf Members

Leisureactive Membership numbers maintained, on a month by month basis, in excess of 200 more in comparison to the corresponding month in the previous year.



Leisureactive Corporate Partners

DC Thomson and Co / TESCO / NHS 24 / Diocese of Dunkeld / The Pension Service and the newest of over 30 companies who have now adopted the Leisureactive corporate membership, enabling their staff to obtain up to 20% discount on individual, couple and children's memberships to use swimming pools, fitness studios, swimming lessons and adult fitness classes.

Further promotions with external companies have included the Activity Works programme introduced by NHS Scotland and offering the opportunity for members of staff to obtain a discounted membership, supported by NHS Scotland and all assisting towards Scotland's Healthy Working Lives Awards, formerly Scotland's Health at Work Awards (SHAW)

The Membership team were invited to a number of events to promote the scheme, these included Healthy Working Lives Days at HMRC, BNP Paribas as well as the Dundee Flower and Food Festival.

Tesco Bank Schools Programme

The Tesco Bank schools programme is a 6 week physical literacy programme delivered in curriculum time and focuses on creating links to Scottish FA Quality Mark clubs whilst also improving the basic motor skills of children at age 6-7yrs.

Delivered to **342** children in the Menzieshill, Charleston and Douglas primary school areas, the curriculum programme has had a very positive impact, with teachers being left with a six week coaching resource to continue delivery to their pupils.



To mark the end of the six week programme, **150** of the children participated in a local football challenge festival with Scotland National Assistant Manager & Dundee United FC Manager Peter Houston attending.

Ballumbie Primary have also been selected to represent Dundee at the National Tesco Bank Final on the National Stadium Pitch at Hampden Park, Glasgow.

Street Soccer

Street Soccer Scotland's primary aim is to promote football as a way out of social exclusion whilst helping to address the stigma and social impact of homelessness in Scotland. The Youth Sport Development Project (YSDP) has now been working in partnership with Street Soccer Scotland for over 2 years, promoting themselves to various homeless and supportive service organisations such as Eclipse, Triage, HELM, Claverhouse groups and the Salvation Army.

YSDP have delivered **65** Street Soccer sessions to **235** users, totalling **1,183** attendances for the year. The age group ranges from 16 to 50 and all participants attending the programme are considered socially disadvantaged and dealing with issues such as homelessness, unemployment, drug or alcohol misuse. In order to help increase and sustain their involvement in physical activity, the programme also has a focus to facilitate a pathway from Street Soccer provision to local clubs.

Dundee has also been represented at 2 regional and 1 national Street Soccer Scotland events, giving 54 people the experience of large scale tournaments. The growth of the Dundee programme is evident as tournaments/events for the North East region of Scotland are now being held here. The first event Dundee hosted was in November 2011 and proved to be a success as 62 participants attended on the day.

Fun Fours Programme

The Fun Fours Programme is a new addition to the early stages of the player pathway to ensure that young footballers get as many touches of the ball as possible, more opportunities to develop technique and more opportunities to play in all positions. It's fun!

Based at Gardyne Road (Dundee College) on a Saturday morning, the Fun Fours programme had over **140** children attending weekly from Ferry Athletic, Broughty Youths, Douglas Lads, Riverside CSC, Dundee West, Dryburgh Athletic, St James Youths, Celtic Boys, Dundee United SC and Monifieth Boys. Each of these clubs have recruited new players and volunteers ensuring there is a pathway for the young players to stay in the Beautiful Game.



Training

Training for lifeguards and fitness staff was well received and contributed to sustaining good visitor numbers despite the obvious challenges. There were some significant departures of staff during 2011-12 and where this happened, staff have grasped the opportunity and performed exceptionally well.

The Swimming Teacher employed to operate our learn to Swim Programmes, public swim sessions and holiday programmes are dedicated; figures of attendances/ usage reflect their hard work and good customer service. Our team of Sessional Sports Coaches have recently received training in Shallow/Deep Water Aerobics / Aqua Knockout / Global Dance providing us with the opportunity to programme facilities, predominantly the New Olympia, with new and exciting classes.

Funding allowed Dundee Leisure to organise UKCC Level 1 & 2 Swimming Teacher courses and up-skilled 13 staff, along with a programme of CPD's to improve and develop teaching skills - 40 teachers received certificates of attendance.

Training Courses

Courses	Participants
2 First Aid at Work	11
3 First Aid at Work Refresher	23
14 Emergency First Aid	120
4 Public NPLQ	34
14 Other	103
14 Staff NPLQ	54

FACTS AND FIGURES

Learn to Swim Programmes

St Paul's	523 participants - 86% uptake
Grove	484 participants - 76% uptake
Lochee	121 participants - 73% uptake
Olympia	600 participants - 82% uptake
Menzieshill	136 participants - 93% uptake
Braeview	240 participants - 75% uptake
Craigie	68 participants - 54% uptake

All the above programmes operating at a manageable level and comfortably allowing participants to progress. Priority will be given to achieving the target of 80% uptake at all programmes.

Sports Development Dance Festival's

3 festivals were held this year at the Caird Hall boasting a total of 608 dancers and a record 1,828 audience participants.

The festivals give participants of the Funky Feet & Urban Moves programme the chance to perform in front of friends and family to showcase the skills. Professional dance groups are also now taking to the stage to give an insight into the excellent pathway which exists in the city.



Urban Moves Dance Company

The Urban Moves Dance Company is set up for the city's elite dancers to further enhance their skills. This group is for age 12+ and involves over 40 dancers training in various dance disciplines, cardio training, flexibility training, choreography and performance skills.

These talented performers have been invited to perform at local events, including the Annual Lord Provost Parade, The Dundee Flower and Food Festival, Scottish Dance Theatre's Great Big Dance Show and the Dundee Sports Awards.



Basic Moves Employment Pathway

The Basic Moves programme has 21 weekly classes involving around **280** children. To ensure the programme is delivered with quality and consistency, up to 38 coaching positions need to be deployed on a weekly basis. As a result, our support to students to progress their pathway into coaching is vital.

During the last year, the Children's Sports Activities Coordinator worked in partnership with Dundee College, to provide placement opportunities for the SVQ students on the Activity Leadership programme. The students are required to show consistency, reliability and an eagerness to develop their coaching ability. Throughout the placement period, the students who demonstrate excellent dedication are encouraged and supported to apply for volunteering posts in the Sports Development Section.

Cheryl Roberts, Paul Martin & John Coleman were three Dundee College Students who embraced this opportunity and as result were employed by the Sports Development Section. Cheryl and Paul have now completed their Basic Moves Level 1 award from Edinburgh University allowing them to progress to Lead Coach level. This success is down to the attitude and dedication of the individuals who were supported by the Section coaches and officers in their development. All 3 are now deliverers in the Basic Moves programme and they continue to develop their knowledge and skills.



Swim Centre Events

Throughout the year, events and developments have had the effect of either increasing the service's profile or improving the efficiency of the pools' operation. Listed below are some of the achievements:

Bridge-to-Bridge Swim organised by YAABA: this annual event attracted the usual significant number of determined competitors.

Approved Training Centre: confirmation that Olympia had achieved the necessary quality standard for purposes of lifeguard qualification and on-going training.

Approved Training Centre: confirmation that Olympia had achieved the necessary quality standard for purposes of First Aid Training.

Significant upturn in the provision of First Aid Courses being provided by the Training Team, new customers include the Dundee City Council Social Work Department, Angus Council and soon Dundee City Council Education Department to follow.

A high Health & Safety audit score of 89.12% for Olympia showing the commitment towards maintenance of a positive Health & Safety Culture.

Sports Centres Events

We continue to attract high profile tournaments and events to our sports centres and last year was no exception. A range of international, national and local events were hosted at our facilities including:

- The 8th GTF World Taekwondo Championships.
- 5 Basketball Scotland events.
- 5 Netball Scotland tournaments.
- 3 Under 13's and 17's badminton tournaments.
- 2 Roller derby competitions.
- 1 Scottish Volleyball tournament.
- 1 Floorball tournament.
- 1 International indoor Hockey tournament and Scottish Hockey indoor league
- 1 National Roller Hockey Play-off.



Programme developments and promotions

Additional RPM classes were introduced at Douglas Sports Centre to satisfy growing demand for this high intensity activity and five extra cycles purchased to ease the pressure on available booking slots. Disco lights, which pulse to the beat of the music were also installed to enhance the atmosphere and improve motivation, with theme evenings such as Halloween disco sessions introduced.

Additional Zumba classes, which have proved very popular, were added to our fitness activity programme last year, joining Body Combat, Body Balance, Aerobics and RPM also as regular features.

Boccia courts, added to DISC gymnasium during a recent floor maintenance programme, has encouraged weekly uptake by Dundee Boccia Club and Disability Sports, including week long holiday activity programmes.



Community Facilities

Dundee Leisure opened St Paul's Swim and Sport for community access in April 2009 and Grove Swim and Sport in April 2010. Both facilities along with Olympia are now the top 3 Learn to Swim providers for the city.

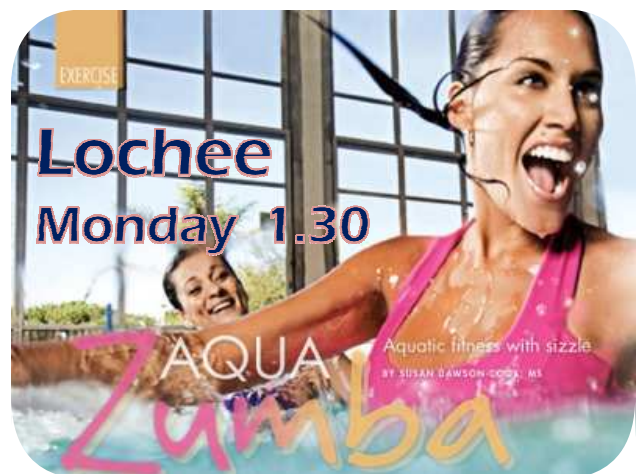
Our facilities at St Paul's and Grove allow access to the community for a variety of activities including pay and play swim sessions, learn to swim programmes for children and adults, badminton, adult fitness classes and access to the fitness studio. Sports Halls at both facilities provide an excellent venue for 5-a-side football, basketball, netball and now kortball, bookings are available for community groups/clubs to block booking.

Facilities at St Paul's and Grove provide and an exceptional location for hosting events and over the passed three years we have had worked with professional bodies and organisation i.e. Scottish Swimming, Zumba, Basketball Scotland and Fitness Scotland to provide training opportunities for internal and external candidates travelling from as far afield as Isle of Man, London and Ireland to attend an instructor courses.

Programme and facility attendances have shown that the PPP facilities are valued by the community and customers that use the facility as the financial and customer attendances show.

**St Paul's Swim and Sport
Customer Attendances**

- Learn to Swim Programme - 23,678
- Public swims - 7,137
- Sport/Gym/Dance attendances - 14,593
- Fitness Studio attendances - 2,305
- Adult Fitness (Zumba) - 1,752
- St Paul's 72 Classes 50 weeks of the year = 3600 classes
- 523 participants - 86% uptake



**Grove Swim and Sport
Customer Attendances**

- Learn to Swim Programmes - 22,953 attendances 61% increase on 2010
- Programme/facilities new 2010
- Public swims - 12,167
- Sport/Gym/Dance attendances - 9,575
- Fitness Studio attendances - 2,547
- Adult Fitness (Zumba) - 1,657 attendances
- Learn to Swim (per week) are as follows:
- Grove 84 classes running 50 weeks of the year = 4200 classes
- 484 participants - 76% uptake



Basketball Athlete Pathway

Jamie Miller is a Primary 7 boy attending Forthill Primary School and has been involved in various Sports Development programmes for the past 7 years before moving to Forthill Primary school and taking up Basketball.

He was spotted competing at a School Festival by Sports Development and Club coaches and went on to try out for the U12 Dundee Development Squad. Jamie attended the trials in September 2011 and secured his place in the U12 Squad where he has been working hard all year.

On Saturday 3rd March, Jamie attended the U12 Scotland Squad trials and was selected for Scotland. This is a fantastic opportunity for Jamie and shows how his hard work at training has paid off.

This provides an excellent example of how the Sports Development Pathway has supported Jamie's progress in terms of both participation and performance throughout our programmes and competition structure. It also shows the importance of identifying and supporting athletes onto the performance pathway.

Coach and Volunteer Development

Coach and volunteer development has been the most successful factor of the Tennis group's strong partnership. There has been huge success with supporting young coaches and volunteers to gain qualifications and hands on coaching experience:

- 7 Sports Development Staff completing LTA level 1 Coaching Certificate
- 10 Abertay Students completing their LTA level 1 Coaching Certificate
- 4 Abertay students completing their LTA Level 2 Coaching Certificate
- 20 Abertay Students completing their Tennis Teacher Training
- 39 School teachers completing their Tennis Teacher Training
- 24 people from Sports Development, Active Schools, School Teachers and Local Clubs completing their Tennis Leader Award
- 3 Abertay students now employed through David Lloyds
- 2 Students now employed through Sports Development

This was possible due to the excellent support from Tennis Tayside, financially assisting the coaches to access their level 1 coaching certificate at 75% discount. Tennis Scotland then committed to financing the remaining 25% with a commitment from the coaches to invest their time back into community programmes.

FACTS AND FIGURES

Sports Development Provision

743 Number of Classes

2234 ASN Users

1520 BME Users

2274 Participants at Training Courses

Resources

Staffing levels have proved challenging, particularly at the golf courses. Following the transfer from Dundee City Council, management and supervisory staff were under-represented and access to general grounds maintenance personnel within the park was no longer available. With the added frequent occurrence of equipment failure, the golf courses saw their most challenging year for some time.

Existing staff members have been working incredibly hard to maintain the high standard of service expected, and since moving into the current 2012-13 financial year progress has been achieved both with staffing and equipment. While it now appears that it will take until 2013-14 season to see the associated benefits, it will be a great boost to departmental moral for staff to know that their challenges and lack of resources have been addressed and action is taking place.



Performance

Golf usage showed an increase with previous years. The Camperdown courses had 24,035 rounds of golf played with the Caird Park courses having 39,586 rounds played.

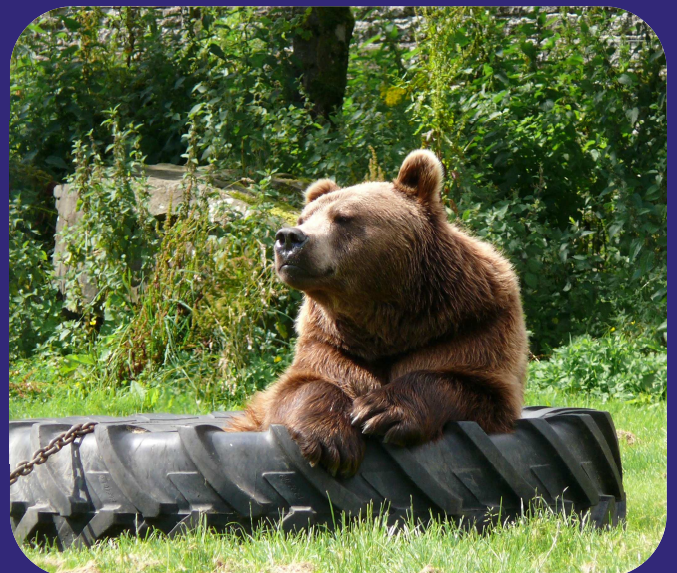
Income from golf memberships at Camperdown was £136,623 and pay and play fees were £45,520. Caird Park membership income was £23,2952 and fees was £44,104 and finally the 9 hole fees income was £39,537.

The Golf courses have been presented in the best possible condition allowing for the quality of resources available and the challenging weather throughout the year.

Wildlife Centre

The new visitor centre has had a huge impact on visitor numbers at the Wildlife Centre with the achievement of the largest annual visits ever recorded of 90,068. Compared with the 2010-11 figures of 61,525 visitors, this is an increase of over 46%. This is coupled with a significantly improved turnover with income from both entrance fees and retail reaching a record £224,682.

April 2011 proved particularly successful, benefiting from both local and national press coverage and a huge marketing push for the opening of the new visitors centre. Staff have been working hard to ensure this success will continue through repeat visits.



Community Sports Hubs

The development of Community Sport Hub's is a National programme being developed by **sportscotland**. Dundee has been awarded resources by **sportscotland** to develop a range of local Community Sport Hub's in the city.

Kicking off in July 2011, 4 official Hub's have been established based in the North West, West End, Craigie and East areas of the City. All 4 Community Sport Hub's are managed and led by volunteer committees made up of a variety of local sport club officials and local residents who are trying to make a positive difference in their respective local communities.

A Community Sport Hub is an umbrella organisation made up of a variety of local sports clubs, local residents, schools, voluntary groups and professional partners. As an umbrella organisation, the group has an opportunity to focus on generic development situated around 2 focus development points: Sport and their respective local community.

The Community Sport Hub project is a 5 year commitment from **sportscotland** and Sports Development. Despite being only 8 months into this exciting project the results are already exciting. The four established hubs now have a total of **25 Clubs** and groups affiliated to them with over **2,600 members**. With Caird Park Community Sport Hub about to be confirmed as well as plans for 2 more in the city, the future for local community sport and physical activity looks bright.



FACTS AND FIGURES

The Sports Development Section always strives to improve its service based on Customer Feedback. In order to do this, we conduct Customer Surveys at our classes, with the results from our most recent customer satisfaction survey being as follows -

- 99% rated the Quality of Activity excellent/good
- 99% rated the Enjoyment of Activity excellent/good
- 98% rated the Content of Activity excellent/good
- 96% rated the Suitability of Time excellent/good
- 97% rated the Value for Money excellent/good
- 98% rated the Helpfulness of Coaching Staff excellent/good
- 96% rated the Coaches Interaction excellent/good

Would you like this activity to continue **YES - 92%**
 Would you recommend this class to others **YES - 92%**

Top Up Swimming

Government funded programme (£17,000) allocated Dundee to increase the numbers of Primary School Children in Dundee able to swim.

Funding was directed into Dundee Leisure Learn to Swim Programmes, Intensive Learn to Swim Programmes, staff training courses and equipment for all 7 Learn to Swim Programmes.

Additional funding allowed an increase from a 4 day programme to a 6 day programme.



Olympia

Learn to Swim/Dive Programme - 28,446
 Holiday Dive Camp 13/20 65 % uptake
 Adult Aquatic Fitness - 6,500 attendances

LSLC

Learn to Swim Programme - 4,198
 Adult Aquatic Fitness - 3,044 attendances

Swim Centres Holiday Programmes

Dundee Leisure provided a wide variety of camps to keep the kids busy during the period school holidays. Places were snapped up on the Sports Development online booking system, 389 kids aged 5-14 participated in camps, customer uptake was 87% capacity of our camps showing the success of our programmes.

Our experienced staff are key to the success of the camp as the variety of activities from Intensive Swimming Lessons, Sport and Splash Camps, Snorkelling, Rookie Lifeguard and Mini Waterpolo providing parent with vital children arrangements and keeping kids active.

Several intensive learn to swim programmes were organised at St Paul's and Grove to increase number of primary school children in Dundee able to swim during Easter/Summer/October school holidays.

Capacity of the Learn to Swim at LSLC was increased by 48 spaces to accommodate the Top Up Swimming Programme.

Capacity of the Learn to Swim at LSLC was increased from 4 day programme to 6 day programme allowing 33 local children to attend free swimming lessons for 18 weeks.

Spaces were allocated at St Paul's Swim and Sport for 32 children that had attended the holiday Intensive learn to Swim Programmes who needed additional swimming lessons.

60 kids 100% capacity at Easter Grove Swim and Sport

96 kids 100% capacity at Summer Grove St Paul's Swim and Sport

48 kids 100% capacity at October Grove Swim and Sport

Customer views:

Wildlife Centre

- The animals are the best part of Camperdown Wildlife Centre, though it varies which ones. Bears, Otters and Lemurs are all frequently mentioned.
- Empty, or perceived empty enclosures are the biggest disappointment. This is being addressed through the acquisition of new animals and the maintenance and building of enclosures which provide better viewing.

Golf

- Course condition has become 'unacceptable' at times in certain areas, owing to the issues relating to weather, staffing and equipment. Action has been taken to improve the latter two areas.

A system has been put in place to address all feedback, both positive and negative. Feedback is recorded so that trends can be identified and all feedback/complaints are responded to and addressed.

Thank you for teaching us how to run jump catch and play bench ball. we wish you would come back. I had a great time at physical literacy.
Thank you for teaching us to run, jump, catch and throw in physical literacy. My favourite game was Elephant Football I hope you enjoyed it with us. I miss you very much. I hope you come back again.
Thank you for teaching us how to play Elephant Football jumping and Hov. Catch and play Benchball. I wish you had stayed longer. We will miss you. I hope we will see you again. It was good fun I liked it so much. I hope you enjoyed teaching us in St Pius.

Customer Comments

"Our club now have an excellent source of young local players through the school and club programmes delivered by SFA & Sports Development." - Local Sports Club supported by the Sports Development Section

"This is excellent value for money. Coaches are pleasant and encouraging with all children. A friendly and fun place where all children are catered for. This course has boosted my child's confidence" - very happy parent of a child at a Sports Development Football Class.

"Thoroughly enjoying the experience and would recommend to other new mums" - mother of a child at one of our Early Years programmes

"This dancing club is very good because it gets you to do some exercise and it is something to look forward to" - participant at a Funky Feet Dance Class

"My son really enjoys the class. There is a good balance of free play and circle time activities. The coaches interact really well with the children and we really enjoy it - Thank You" - parent of a child at a Sports Development Baby Gym Class

"My son really enjoys the class and likes to practice some of the activities at home. The coach is very good at keeping the class engaged and under control" - parent of a child at a Sports Development Rugby Class

Sports Centres Feedback

Once more staff received many positive customer comments and letters of appreciation in relation to customer care and general helpfulness, particularly during tournaments and events, where staff respond well to particular circumstances and special requests.

- Sport and Splash Camp great value for money and staff have made the camp lots of fun for the kid.
- Can the Sport and Splash Camp age range be extended to include older kids?

Due to increasing demand from parents to include older children within the Sport and Splash Camps we have increase the age limit from 12 years to 14 years.

- Cleanliness of Fitness Equipment has declined.

PPP co-ordinator organised for additional cleaning provision from Tayside contracts to improve the standard of cleaning in the Fitness Studios at St Paul's and Grove.

Golf Membership Feedback

Regular feedback received from customers as part of their exit from the membership scheme provides some mixed results.

- Problems exist in trying to obtain regular booking slots on Saturday and Sunday mornings, specifically for Caird Park where ad hoc bookings might only become available after 1 or 2pm.
- Further customer feedback suggests that the golf membership scheme remains excellent value for money and the retention of member numbers at similar corresponding levels from one year to the next while many surrounding clubs are losing members does tend to support this position.
- Some negative issues have been identified due to the problems with the maintenance of the course caused by obsolete equipment and staff shortage, this has been addressed and should see improvements during the next season .

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